

represents a presumed psychological state of a customer using the telephone terminal.

According to the CTI server of the present invention, parameter which represents the customer's presumed psychological state can be obtained on the basis of the actual state of the call from the telephone terminal. Thus, the parameters for determining the level of the customer's satisfaction can be generated on the basis not only of the elapsed time but also of the number of times that the customer's call has been transferred, the time for which the customer has remained silent, and the like. Thus, the customer's presumed psychological state can be understood more accurately. Further, the parameters can be visually displayed on an operator screen using graphics such as icons instead of texts, thus enabling the parameter which represents the customer's presumed psychological state to be displayed more accurately and noticeably enough to allow the operator to understand it easily.

Moreover, the present invention provides a program to implement the CTI server to create the parameter which represents the customer's presumed psychological state. This enables the easy implementation of the CTI server to create the parameter which represents the customer's presumed psychological state.

BRIEF DESCRIPTION OF THE DRAWINGS:

FIG. 1 is a view showing a configuration of a CTI system;

FIG. 2 is a view showing a configuration of a CTI server;

FIGS. 3A to 3D are views useful for explaining the CTI server;

FIGS. 4A to ~~4D~~^{4K} are views useful for explaining the CTI server;

FIG. 5 is a view useful for explaining a screen;

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